

# CASE STUDY | CUSTOMER SERVICE

## INSURANCE EXPERIENCE CENTER

## BEYOND CUSTOMER SERVICE—CARE DURING HURRICANE HARVEY

### ABOUT THE CUSTOMER

Property and casualty agencies in Texas were overwhelmed during the 2017 hurricane season, which The Insurance Information Institute notes had a record-breaking six storms ranked Category 3 and above. After the devastating floods of Hurricane Harvey, several agencies based in Corpus Christi and Houston, Texas, needed extra support to recover.

### THE CHALLENGE

On August 25, 2017, Hurricane Harvey hit Texas, causing \$125 billion in damages throughout the state. As with any disaster situation, insurance agents and carriers are often the first organizations victims turn to for help. In this case however, agencies based in Corpus Christi and Houston were impacted and couldn't operate for weeks.

### THE SOLUTION

To ensure that the insureds received uninterrupted service during this critical time, ReSource Pro provided extra support to our client agencies from the Insurance Experience Center (IX Center). Based in Lincoln, Nebraska, the IX Center provides specialized customer service with highly-trained insurance professionals.

The IX Center team acted quickly and leveraged ReSource Pro's global presence. Employees in Nebraska and in Bangalore, India, coordinated to guarantee each claimant was heard. To field calls, ReSource Pro integrated its technology and phone systems with agencies' in less than a week, a process that normally takes several weeks.

### THE RESULTS

Thanks to these efforts, the insureds were able to report claims and recover from storm damage more quickly than if they had reached out directly to carriers. One agency relayed the "comfort and confidence" insureds felt while receiving help in the immediate aftermath of the Category 4 storm.

Additionally, ReSource Pro's extra support freed up agencies' employees to focus on caring for their families during this time, as they too were in a catastrophic situation.

### CUSTOMER PROFILE

P&C Agencies

### LOCATION

Corpus Christi and Houston, Texas

### BUSINESS NEED

Uninterrupted service in the aftermath of a Category 4 hurricane

### SOLUTION

Insurance Experience Center customer service

### THE IMPACT

- Insureds could report claims and recover faster from storm damage
- Agencies could take time to care for families and businesses

After the storm, one agency sent a message to the ReSource Pro team: "I can't thank you all enough for stepping up and lending a helping hand. It means the world to us, and not only strengthens and broadens our partnership with ReSource Pro, but is a reminder to us that the decision to work together several years ago was not only the right one, but was actually one of the best business decisions we have ever made."

## AWARD RECOGNITION

This case study received recognition from the Stevie Awards in 2019. The Stevie Awards are the premier business awards on an international level and recognize the achievements and positive contributions of companies across the globe. The awards circuit began in 2002, and garnering a Stevie has fast become one of the business world's most coveted titles, with representation covering more than 60 nations. For its service, the IX Center won the following awards:

- Gold for Customer Service Department of the Year – Financial Services 100 Employees or More
- Silver for Customer Service Provider of the Year
- People's Choice Winner – Financial Services, decided in a worldwide competition which reached more than 76,000 votes.



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**“THE DECISION TO WORK TOGETHER [WITH RESOURCE PRO] SEVERAL YEARS AGO WAS NOT ONLY THE RIGHT ONE, BUT WAS ACTUALLY ONE OF THE BEST BUSINESS DECISIONS WE HAVE EVER MADE.”**

*P&C AGENCY IN CORPUS CHRISTI, TX*

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## ABOUT RESOURCE PRO

ReSource Pro brings to the insurance industry tools, technology and strategic services that enable profitable growth through operations excellence. Headquartered in New York, ReSource Pro's global service centers address client operational needs around the clock. Recognized as an industry thought leader and listed as one of Inc. 500/5000 Fastest Growing Private Companies annually since 2009, the company is renowned for its focus on innovation, service excellence and trusted partnerships, and its unique productivity platform for insurance operations. Over 5,000 ReSource Pro employees provide dedicated support to hundreds of insurance organizations, consistently achieving a 97% client retention rate for over a decade.

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## FOR MORE INFORMATION

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